Getting Started with SAP Preferred Success

Maximizing the value and usage of SAP public-cloud solutions
SAP SuccessFactors Edition
Welcome to SAP Preferred Success

Welcome to the SAP Preferred Success plan program. With SAP Preferred Success, you join an elite group of organizations that have chosen to jump-start their success in the cloud.

SAP Preferred Success provides exclusive access to resources for accelerated adoption of your cloud solution, role-based learning, and enhanced incident handling. We’ll help you break down complexity and successfully overcome challenges, so you can achieve your strategic and organizational goals.

Your success is our success. We take the knowledge, experience, and insight from thousands of successful engagements to break down complexity and create impact across your organization.

Let’s get started.
Realizing value through every stage of your solution experience

Your **customer success plan** is the key to unlocking value, orchestrating business benefits that are **tailored to you** along the way.

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**Onboard**
- SAP Preferred Success Community
- System administrator training
- **Guided Onboarding**
- Enhanced SLA

**Launch**
- Safe-start go-live webinar
- Enhanced success and engagement reporting

**Utilize**
- Exclusive, focused learning components
- Collaborative and optimized release planning for new features
- Metric-driven consumption planning

**Optimize**
- **Peak Time Planning***
- Testing best practices

*Preferred Success portfolio and engagement expands beyond the deliverables listed here. See appendix for details.
Realizing value through every stage of your solution experience

We are committed to your success in pursuit of your business goals. We give you access to expert guidance, which sets the stage for a successful release and business cycles, and helps you to realize strategic targets. Learn more about what you can expect along each stage of the lifecycle.

Guided Onboarding
Getting Started with SAP Preferred Success. We want to ensure you get the most out of your engagement with us. Learn about your entitlements and benefits as a SAP Preferred Success customer.

System administrator training
Receive relevant and timely training administrative effort to increase skills of administrators

SAP Preferred Success Community
Join the SAP Preferred Success Community to collaborate with other SAP cloud users. Leverage the community to get help, share ideas, and connect with others.

Proactive safe-start approach
Attend a safe-start go-live webinar check to decrease the administrative effort and increase assurance before go-live.

Advanced target service-level agreements
Benefit from quicker initial response times and resolution targets for non-defect issues through enhanced target SLAs. You'll get these from contract signature through the lifetime of your subscription.

Prioritized handling of top issues
Prioritized 24/7 handling of P1 and P2 issues

Onboard

Utilize

Optimize

Metric-driven consumption planning
Realize better business outcomes. Proactive alerts to the SAP Preferred Success teams trigger when your solution and features are underutilized. We then orchestrate success resources on your behalf.

Collaborative and optimized release planning for new features
Prepare for and execute a successful release. Expect proactive notification on release timelines and resources. You'll then receive release notes based on your environment and get suggestions for relevant training.

Testing best practices
Learn the best in testing practices as you prepare for your quarterly release and establish a test strategy.

Exclusive, focused learning components
Leverage the collaborative learning community to gain insight from other users. Access webinars with experts to increase knowledge and understanding on technical and functional topics.

Peak-time planning
Receive invites and access to exclusive webinars that cover best practices for peak-time planning, such as your performance cycle.

Value Realization: Enhanced success and engagement reporting
Access reports and dashboards regarding the engagement and productive use of the solution throughout the entire lifecycle.

Engagement tracking checkpoints
Access success resources to answer questions related to critical issues, reporting, and best practices. You can reach out proactively via the CALL-1-SAP line during business hours.
Onboard
Onboarding: Overview

During your initial welcome and onboarding period, we will introduce you to the value of SAP Preferred Success, provide access to guided onboarding resources in our SAP Preferred Success Community and make you aware of the learning content that is relevant for the early stages of your implementation project.

The desired outcome is to see you achieve maximum business value from your SAP cloud investments by fully leveraging your success plans. The goal with this guide and throughout your initial onboarding period is to ensure you get the most out of your SAP Preferred Success plan.

During the onboarding period we’ll teach you about your

- Preferred Success plan entitlements
- Digital success and adoption resources
- Communities and learning platforms
- Customer success support channels
Onboard: Customer Success Tip

As you work through the onboarding process, here are some key questions to think about:

- What is your desired outcome?
- How do you measure success?
- How are your internal stakeholders measured by their business owners?
Onboard: Join the SAP Preferred Success Community

Join the SAP Preferred Success Community today. The SAP Preferred Success community is a private group that is moderated by the SAP Preferred Success team.

Leverage the community to get help, share ideas, and connect with others. Its intent is to serve as a communal space for SAP Preferred Success customers to collaborate with each other, as well as a page for end-to-end success and learning resources.

- Discussion forums, blogs, and videos
- Quick access to expert advice
- Online trainings

To join the community go to SAP Preferred Success Enablement Portal.
Onboard: Safe-Start Go-Live Approach

SAP Preferred Success offers a safe-start go-live approach to decrease the administrative effort and increase assurance before a go-live event.

Typically scheduled prior to going live, we cover a variety of solution-specific topics via live and recorded webinars for a one-to-many approach.
Onboard: Close to Go-Live Customer Success Tip

As you approach your go-live, this is an excellent time to review your project goals, immediate and future plans, and current timelines with your teams and organization.

Here a few helpful questions to ask your team:

- Are you aware of the business drivers related to the implementation?
- Are you planning for the cycle activities and time periods after you’ve launched?
- What are the time-sensitive tasks, main challenges, or gaps in the implementation?
- What resources have you aligned internally as administrators and support for your launched modules?
- Will you be implementing any other modules in the next 6 to 12 months? Do you foresee any overlaps in cycles?
- Will you leverage any external partners or third-party personnel post go-live?
- What and how much interaction have you had so far with our SAP Support Portal and Preferred Success Community?
Onboard: SAP SuccessFactors Value Maps

- Learn about the possibilities and the roadmap for cloud
- Discover the value of adding new business solutions to your cloud solution
- Manage the process of building your cloud solution
- Choose the correct integration methodology to migrate data to and from the cloud
- Safeguard your cloud solution to protect your data and ensure a smooth go-live
- Monitor the solutions in the cloud, troubleshoot issues, and get help, if required

Overview presentation here

Join the SAP Jam—SAP Jam is monitored by SAP support experts who'll address your support-related questions.

SAP Enterprise Support Value Maps
Your Fast Lane to Support Expertise
Powered by SAP Enterprise Support Academy

Discover more:
support.sap.com/esacademy
Onboard: Register for the SAP SuccessFactors Newsletters

SAP SuccessFactors Compass

- Contains content for
  - Administrators: Training, support, release and product info
  - Process owners: Process best practices and HR research
  - Overall system owners: Governance recommendations
- You must register to receive this monthly email. (register here)

SAP SuccessFactors Empowerment Events

- Review upcoming webinars on topics including leading practices on effective use of the solution and customer successes leveraging SAP SuccessFactors tools to drive business execution.
- You must register to receive this monthly email. (register here)
Onboard: SAP SuccessFactors Expert Accreditation

- The SAP SuccessFactors expert accreditation is a set of exams to accredit trained and empowered customer administrators in SAP SuccessFactors products. They support business value for their organizations through more efficient and self-reliant use of their products. SAP SuccessFactors expert accreditation features a full suite of training materials including eLearnings, learning rooms, and SFX exams in the SuccessFactors Administrator Learning Center.

- There is no additional charge to access the training content, learning rooms, or SFX exams; it’s included as part of your subscription.

- SAP SuccessFactors Administrator Learning Center training content is entirely self-paced. Hiring a private, on-site team or taking the live virtual courses could take 1-5 days. The exam takes many experts about 30 minutes to complete. You may find additional information here.
Onboard: SAP SuccessFactors Administrator Learning Center

Navigating the SFALC tile in the Learning Hub

Learning Paths
- Project Team Orientation (PTO)
- Admin Training
- Job Aids and SFX Exams
Exams are conveniently grouped into individual curriculums by module.

Learning Rooms
- Learning Rooms provide product-specific supplemental content, recorded tutorial videos and direct access to subject matter experts and instructors who will answer your questions and hold live meeting sessions. Expand your learning experience and deepen your level of knowledge of your SuccessFactors products with this great enablement resource.

Navigating the SFALC Curriculum

Below is an example of the Performance Management Learning Path

1. OPTIONAL
   - SAP SuccessFactors Performance and Goal Management Project Team Orientation Handbook HRE00EM_EN.pdf rev 1.3.302017
   - Start course

2. OPTIONAL
   - SAP SuccessFactors Performance and Goal Management: Project Team Orientation E-Learning HRE00EM_EK_CaEn rev 1.3.302017
   - Start course

3. OPTIONAL
   - SAP SuccessFactors Performance Management Administration Handbook HRE00SM_EN.pdf rev 1.3.302017
   - Start course

4. OPTIONAL
   - SAP SuccessFactors Performance Management Administration E-Learning HRE00SM_EK_CaEn rev 1.3.302017
   - Start course

5. OPTIONAL
   - SAP SuccessFactors Performance Management Job Aids Handbook HRE00JE_EN.pdf rev 1.3.302017
   - Start course

6. REQUIRED
   - SAP SuccessFactors Performance Management Administration Final Exam EAM HRE27_EFF.pdf 1.1.2015
   - Complete course

SFX Exam
Test your knowledge and confirm your reputation as a competent SuccessFactors administrator by taking the SFX Accreditation Exam.

Project Team Orientation Training
As a major stakeholder responsible for implementing and maintaining SuccessFactors solutions, the Project Team Orientation (PTO) training focuses on core out-of-the-box functionality and prepares you to make the best decisions for a successful implementation.

PTO training is available as a downloadable handbook or as an interactive e-Learning course.

Admin Training
The Admin Training courses are designed for the administrators responsible for your software systems. These courses cover key concepts, features, terminology, and practice of necessary skills before you go live.

Admin training is available as a downloadable handbook or as an interactive e-Learning course.

Job Aids
Downloadable Job Aids provide an overview of the basic tasks performed by Admins and functions available to End User in the SAP SuccessFactors solution.
Utilize
Utilize: Overview

Once you are live, you enter the *utilize* phase. During this phase, we shift the focus to help you through a successful release and maximize and sustain adoption of your SAP cloud solutions.

You may expect relevant proactive guidance and information regarding:

- Quarterly release planning
- Early warning adoption alerts, for example, top features, end-of-life features, top features not enabled
- Solution-specific release content
Utilize: Customer Success Tip

Now that you are live, take a moment to review your goals and success metrics. It is also a good time to see how you are tracking against your usage and adoption plans. At the most basic level, your end-users should be using the solution regularly.

Here are some key questions to help get you started:

- What were the main challenges during your implementation. Do any gaps from those challenges exist?
- What recent or forthcoming release features do you want to leverage? By when do you want them enabled?
- Were there any features in the implementation that you were interested in that you didn’t implement? Why?
- Which elements of your implementation were outside best practices? Why?
- What internal administrative and support resources have you aligned for your live modules?
- What interfaces do you have for data running on a daily or regular basis, such as import/export jobs or files transferred?
Supporting you through a successful release is one of the key goals of the SAP Preferred Success plan. Getting your organization ready for a release update is critical. With SAP Preferred Success, you can expect proactive outreach and information on release readiness to

- Make you aware of the road to release milestones and resources
- Understand the release timelines, resources, and upcoming webinars
- Learn about the digital resources and learning platforms
- Provide solution-specific content reporting
Utilize: SAP Preferred Success Release Planning

Proactive outreach and information on release readiness.

- Proactively inform you about the release timelines, resources, and upcoming webinars
- Solution-specific release content
- Help you best leverage digital resource and learning platforms

Examples

- New customers: review basic release principles
- Release approach and frequency
- Universal vs optional
- Road to release process
- Existing customers: release management, new features, and testing
- Review quarterly release management strategy
- Additional information and benefits of new features
- Test planning: best practices for establishing a test strategy and examples of sample test plans

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Two Months Out

- Release readiness check list and resources
  - Release information summary and highlights
  - Release readiness webinar schedule hosted by product management
- Road to release content

Few Weeks Out

- Preview release information and training content
- Solution-specific release detail

Preview Release Time

- Production release information and training content
Utilize: Adoption Alerts Regarding Top Features

With SAP Preferred Success, we want to help you understand the consumption or usage of your solution. We believe a key success pillar is understanding how the system is being used, for example, user log-in, features adoption.

To accelerate return on your investment, adopt new features, and ensure end-user adoption and satisfaction, we're bringing you the most valuable or top features. Through SAPPreferred Success, we leverage our early warning capability to help you drive usage, consume new functionalities, and get the relevant information on enabled end-of-life features.

With SAP Preferred Success, we'll proactively provide you the relevant guidance and information using an easy-to-read *Did you know?* format and approach:

- Highlight features that may be of interest to you and will create additional value for your organization
- Promote the adoption of top features and new features not enabled by you and receive invitations to exclusive webinars where an expert will discuss why, what, and how details
Optimize
Optimize: Peak-Time Planning*

Effective planning for peak-time business periods enables you to execute on your cloud strategy. SAP Preferred Success supports your plan and the smooth execution of your peak-time and HR cycles.

With SAP Preferred Success, we will make you aware and help you understand the best practices for the planning and executing business-critical events such as cycles and initiatives.

As an SAP Preferred Success customer, you will receive relevant guidance and information focused on how to manage and execute your peak-time cycles. These include

- Best practices to manage peak-time events
- Webinars where an expert will discuss the why, what, and how and details
- Notification of new and relevant learning resources

*Peak-time planning is available in Q4 2018.
Working with SAP Product Support
SAP Product Support

Get the best help when and where you need it with support features for the SAP Preferred Success plan. If something goes wrong, we are here to help you with our solution experts.

SAP Preferred Success enhances the support delivered through SAP Enterprise Support, cloud editions.

- 24/7 mission-critical support
- Advanced SLAs for faster issue resolution
- Prioritized handling of top issues

We’ve included several tips on how to interact and work with SAP Product Support, which includes next-generation support features. The purpose is that you use this as your central guide to easily refer to and access the information.
SAP Product Support: Target SLA

Enjoy prioritized 24/7 handling of Priority 1 and Priority 2 issues. Benefit from quicker initial response times and resolution targets for non-defect issues through enhanced target SLAs, which are included with SAP Preferred Success. You'll get these from contract signature through the lifetime of your subscription.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Initial Response Time</th>
<th>Resolution Target</th>
<th>Initial Response Time</th>
<th>Resolution Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1 hour (RT)</td>
<td>4 hours (RT)</td>
<td>1 hour (RT)</td>
<td>4 hours (RT)</td>
</tr>
<tr>
<td>2</td>
<td>4 hours (RT)</td>
<td>-</td>
<td>2 hours (RT)</td>
<td>3 BD</td>
</tr>
<tr>
<td>3</td>
<td>1 BD</td>
<td>-</td>
<td>4 hours (OH)</td>
<td>-</td>
</tr>
<tr>
<td>4</td>
<td>2 BD</td>
<td>-</td>
<td>1 BD</td>
<td>-</td>
</tr>
</tbody>
</table>

RT=real time, OH=office hours, BD=business day

Click here to view the SAP Cloud Support Policy with SLA details →
SAP Product Support: Next-Generation Support

SAP is reimagining support with next-generation support. Next-generation support focuses on effortless anytime, anywhere support, leveraging the latest technology and tools to speed time to answers. You’ll learn more about our most recent improvements and innovations. The key areas of focus include:

- Anywhere access via mobile and built-in support
- More channels of access to SAP for help and increased ease of access to expert help—seamlessly integrated
- Easy-to-use and comprehensive self-help tools and resources
- Personalized help and resources to speed time to answers
- More interactive help through social media
- New cloud product-specific tools and dashboards

…All seamlessly integrated for an effortless support experience.

SAP’s next-generation support is about delivering an amazing support experience to our customers where we anticipate your needs, accelerate your path to accurate answers when you need them, and offer expert help at your fingertips.

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Next-Generation Support: Live Support

Self-service and incident prevention

Next-Generation Support has several comprehensive solutions – so you never have to ask a question, and if you do have a question, you receive an answer instantly.

- Knowledge Base Articles (KBAs) via Google search
- Guided Answers
- SAP Community
- SAP Support Portal
- Proactive outreach through info sessions and WhatsApp

Real-time interactions

We offer real-time support channels with live and direct access to SAP’s support experts, creating a faster and more direct route to issue resolution – anytime, anywhere, and from any device.

- Expert Chat
- Schedule an Expert
- Call-1-SAP & Customer Interaction Center (CIC)

Digital support experience

Benefit from a seamless and intuitive omnichannel support experience with personalized, context-sensitive support when and where you need it.

- SAP ONE Support Launchpad
- Built-in support
- Cloud Availability Center
- Social Media integration

Innovation engine

SAP constantly innovates to improve our products and provide you with a world-class support experience. As thought leaders, we aim to provide you with state-of-the-art support including machine learning and cognitive computing driven services.

- Thought leadership
- Cognitive computing
Next-Generation Support: Creating an Incident

If you are unable to resolve an issue with the help of the knowledge database, you may create a customer incident in the SAP Support Portal. Be as specific as possible when addressing the fields below during the submission process.

- Select your priority (very high, high, medium, low)
- Enter subject
- **Provide a detailed description of your issue or problem.**
  - Provide a step-by-step description including navigation and description of expected results
  - Where within your application is the issue occurring? (for example, admin tools, employee files)
  - Who identified the issue? (username, OS info, browser)
  - Select or specify the environment (staging, production)
  - Business impact (number of users affected, financial impact, usernames of those affected by the problem, any recent system changes like a data migration)

- Choose the right product and subproduct
- After clicking *Continue with the form*, you may add attachments, additional contacts from your S-user list, and access credentials via the secure area link

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**Additional Information**

- Enter cases directly in the [SAP Support Portal–Report an Incident](#)
- [Initial User Guide](#)
- [Recording of Enablement Webinar](#)

(Note: Community access is required.)

- [SAP Cloud Customer Support](#)
- [SAP SuccessFactors Welcome Page](#)
Please provide the following information when you submit your incident. This will eliminate the back-and-forth that generally ensues. The result is faster resolution to your issues.

**Next-Generation Support: Best Practices for Opening an Incident**

<table>
<thead>
<tr>
<th>Detailed Description</th>
<th>Provide a detailed description of the issue.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Be as granular as possible.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>&quot;4Ws&quot;  ( \text{(What, Where, Who and When?)} )</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>What – What happened?</td>
<td></td>
</tr>
<tr>
<td>Where – Where in the application did it happen?</td>
<td></td>
</tr>
<tr>
<td>Who – Who is it affecting?</td>
<td></td>
</tr>
<tr>
<td>When – When did it happen?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How to reproduce? ( \text{Exact click stream and data entered leading up to the issue} )</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Explain how to reproduce the issue.</td>
<td></td>
</tr>
<tr>
<td>Give us the step-by-step instructions (&quot;Click here&quot;, &quot;Click there&quot;).</td>
<td></td>
</tr>
<tr>
<td>Tell us what data you entered.</td>
<td></td>
</tr>
<tr>
<td>Whether you pressed ENTER on your keyboard or clicked &quot;Go&quot;.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>We need IDs! ( \text{Template IDs, User IDs, Item IDs, etc.} )</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide any template IDs, item IDs, user IDs or admin IDs affected.</td>
<td></td>
</tr>
<tr>
<td>If other entities are not affected, give us those other IDs so we can take a look at what the difference is.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Full Screenshots ( \text{Every detail counts} )</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Send full screenshots – the entire desktop.</td>
<td></td>
</tr>
<tr>
<td>If the error is too long, copy and paste it on Notepad and send us the entire error.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Broad issue or Isolated? ( \text{Indicate if it is all records or just some in particular -- if isolated, compare/contrast with screenshots} )</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Is this isolated to a specific user, to a specific admin, or to a specific template?</td>
<td></td>
</tr>
<tr>
<td>Is this happening to all items or all forms, or is it just to some in particular?</td>
<td></td>
</tr>
<tr>
<td>Are the users affected on a specific network or on a specific location?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Environmental Information ( \text{Browser, OS, VPN, Test vs. Production} )</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the browser and version?</td>
<td></td>
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<tr>
<td>Are you using VPN?</td>
<td></td>
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<tr>
<td>Was this done in your test environment, on your staging environment, or on your production environment?</td>
<td></td>
</tr>
<tr>
<td>If it’s happening in production, is it also happening in staging?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Any recent changes?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Any data migration?</td>
<td></td>
</tr>
<tr>
<td>Any new form or Goal Plan configuration?</td>
<td></td>
</tr>
<tr>
<td>Any new modules implemented?</td>
<td></td>
</tr>
<tr>
<td>Any updates to user data?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Impact ( \text{This determines priority so be clear} )</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>If you tell us your story, so we can understand what the impact is.</td>
<td></td>
</tr>
</tbody>
</table>
Next-Generation Support: Escalating an Incident

You may need to escalate an especially critical support incident.

To escalate an incident, dial your local toll-free number any time. You may use chat and email, too.

In any case, please include the following details:

- Incident number
- Best time and method to contact you
- Identify if this issue relates to your production or test instance
- Priority and business impact to your business:
  - Economic
  - Financial
  - Compliance
  - Other critical business impact

This detail is critical as it helps us to prioritize all customer issues.
Next-Generation Support: Customer Interaction Center

CIC is one of the interfaces between customers and the SAP support organization. It is available 24 hours a day, 7 days a week, 365 days a year, and provides a central point of contact for assistance with nontechnical queries.

### Overview
- A contact channel for nontechnical questions, such as:
  - Existing incident inquiries
  - Questions about SAP ONE Support Launchpad and its applications
  - Assistance for S-user queries
  - SAP remote service requests
  - CIC can be reached by phone, chat, or email

### Benefits
- Available 24 hours a day, 7 days a week, 365 days a year
- Service menu to select a specific product area, including SAP Ariba, SAP Concur, and SAP Fieldglass
- Toll-free number accessible in most countries through landline phones and some mobile providers

### Access
- You can access CIC from the SAP Support Portal or through SAP One Support Launchpad
- Direct access:
  - Chat with CIC
  - Call CIC
  - E-mail CIC
- Learn more here:
  - SAP Support Portal
  - Reference Guide

### Preview
- How you can contact us
  - Technical Assistance: Import an incident for your SAP software
  - Non-Technical Assistance: Contact your SAP Local Support Center by phone, e-mail, or chat
  - Portal Feedback: Note any issue, broken links, or other issues

*Note: For contract-related questions, please fill out the online form.*

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Digital support experience.
Benefit from a seamless and intuitive omnichannel support experience with personalized, context-sensitive support when and where you need it.

- SAP ONE Support Launchpad
- Built-in support
- Cloud availability center
- Social media
Next-Generation Support: SAP ONE Support Launchpad*

The launchpad is where you and your administrators create incidents, review updates, view the system performance dashboard, check any maintenance scheduled, and more!

New to SAP Preferred Success? Learn how to create and manage incidents with a few videos that are available online here.

New to the SAP Portal? Visit our SAP Support Portal Getting Started Guide to go through a few simple steps to set up your users and administrators.

*Launchpad view is determined by user authorizations.
Next-Generation Support: Built-in Support

Built-in support offers you the tools and content of SAP Product Support for all products through SAP CoPilot.

**Overview**
- Get support within a product
- One-click access to live support, SAP experts, and peers when you need it
- Digital support assistant provides a personal conversation and guides you intelligently and efficiently to an answer; communicate with your support assistant in your native language (text and voice)
- Context-sensitive knowledge and help based on your needs

**Benefits**
- Proactive push of helpful content, recent actions, and benchmarking of best practices
- Harmonized omnichannel support experience
- Intelligent issue detection and prescriptive advice
- Access to the community inside your product for additional guidance
- Receive critical context-sensitive support alerts

**Access**
- Get help inside your product as you complete tasks
- Easy access to tools and content from SAP CoPilot
- SAP CoPilot is an integral part of the SAP Fiori 2 launchpad
- Assistant may be called whenever needed
- Initial rollout planned for SAP S/4HANA Cloud

**Preview**
- Proactive push of helpful content, recent actions, and benchmarking of best practices
- Harmonized omnichannel support experience
- Intelligent issue detection and prescriptive advice
- Access to the community inside your product for additional guidance
- Receive critical context-sensitive support alerts
Next-Generation Support: Cloud Availability Center

The cloud availability center offers a personalized dashboard with at-a-glance visibility into product availability.

Overview
- Accurate, up-to-date information with an at-a-glance view into the status of your cloud products, critical information, maintenance updates, notifications, all in one place
- Consolidated views for service availability, performance, and service level uptime reporting
- Timely availability of information
- Built with the latest SAP Fiori user interface for a modern, intuitive user experience

Benefits
- Personalized dashboard for SAP’s cloud products; view the current cloud solution status for the products that you own
- Notification history and latest news; information and news important to you
- Calendar of events with visual overview of service disruptions
- New cloud dashboard is accurate, up-to-date, at-a-glance, and personalized

Access
- Accessible through the SAP ONE Support Launchpad
- Add the tile to your My Home Screen in SAP ONE Support Launchpad
- For more information, visit cloud availability center on SAP Support Portal; includes a list of SAP cloud products currently supported by the cloud availability center.

Preview

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Next-Generation Support: Social Media

Follow SAP Product Support social media channels for real-time support updates and product-specific resources for S-users and administrators.

Overview
SAP’s social customer product support includes the following accounts for Product Support:
- Twitter @SAPSupportHelp
- Twitter @SAPCloudSupport
- WhatsApp Product Support Channels
- SAP Product Support Facebook page
- WeChat (SAP Daily)

Benefits
- Gain the benefit of new channels for community and peer-to-peer knowledge sharing and information exchange
- Ask questions and get answers quickly
- Get timely notice of critical and trending issues
- Get expert tips and advice from SAP and peers

Access
- Twitter: SAP Support Help
  SAP Cloud Support
- Facebook
- YouTube
- Blog: How to Subscribe to WhatsApp Product Support Channels
- Interviews and blogs on our support strategy with Andreas Heckmann, head of SAP Support Delivery, https://cn.linkedin.com/in/aheckmann

Preview

Useful Links
## Useful Links

**Contact us**  
(CALL-1-SAP)  
- [https://service.sap.com/call1sap](https://service.sap.com/call1sap)  
- [https://support.sap.com/contactus](https://support.sap.com/contactus)  
- [https://service.sap.com/sap/support/notes/560499](https://service.sap.com/sap/support/notes/560499)

**SAP SuccessFactors Community**  
- [http://community.successfactors.com/](http://community.successfactors.com/)  
- [https://www.youtube.com/watch?v=mRe9tFyUalM](https://www.youtube.com/watch?v=mRe9tFyUalM)

**SAP Support Portal**  
- [https://support.sap.com](https://support.sap.com)  
- [https://support.sap.com/support-programs-services/about/welcome-successfactors/successfactors-user-guide.html#FAQ](https://support.sap.com/support-programs-services/about/welcome-successfactors/successfactors-user-guide.html#FAQ)
## Useful Links

<table>
<thead>
<tr>
<th>SAP Enterprise Support Academy</th>
<th><a href="https://support.sap.com/esacademy">https://support.sap.com/esacademy</a></th>
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</thead>
</table>
Useful Links

**SAP SuccessFactors HCM Global Training**
http://community.successfactors.com/t5/Training/ct-p/Training

**Value and Innovation in Practice Webinars**
http://www.successfactors.com/VIP

**SAP SuccessFactors Academy**
**SAP Learning Hub**
## Useful Links

<table>
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<tr>
<th>SAP Enterprise Support Value Maps</th>
<th><a href="https://support.sap.com/valuemaps">https://support.sap.com/valuemaps</a></th>
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<tbody>
<tr>
<td>Innovation Discovery</td>
<td><a href="service.sap.com/innovation-discovery">service.sap.com/innovation-discovery</a></td>
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| Customer Incidents               | - [https://support.sap.com/incident](https://support.sap.com/incident)  
- [https://support.sap.com/notes](https://support.sap.com/notes)  
- Support Essential: What a Customer Should Know About SAP Incident Processing (PDF)  
- Meet-the-Expert Session: SAP SuccessFactors End-to-End Incident and Escalation Management |